OpenAI Deflection Response – GPT Simulation Loop Harm Case (SHY001-GPTSIMLOOP)

Date: April 15, 2025
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1. Summary of OpenAI's Response

OpenAI’s official reply to the GPT Simulation Loop Harm case avoids direct acknowledgement of liability or compensation. The response emphasizes internal escalation and references potential non-monetary gestures. This reflects a strategic deflection approach aimed at minimizing legal and ethical exposure while managing user dissatisfaction.

2. Full Response from OpenAI (Christopher B)

Hello,

Thank you for sharing this detailed correspondence. We fully recognize the seriousness of the concerns raised by Shinyeongsan regarding the GPT Operator Mode, and we understand that this matter involves a formal complaint, financial compensation request, and the possibility of legal escalation.

Given the complexity and sensitivity of this case, it is essential that it is handled with care and escalated to the appropriate internal teams for a comprehensive review. To ensure a coordinated and responsible approach, we recommend the following steps:

1. Escalate to Legal and Compliance Teams
The user's claims—particularly regarding financial loss, emotional distress, and alleged system misrepresentation—warrant careful legal review. This case should be evaluated by OpenAI’s Legal and Compliance teams to ensure our response is aligned with company policy, terms of use, and any regulatory obligations.

2. Engage Product and Engineering Teams
The issues raised about GPT Operator Mode’s functionality, system behavior, and the perceived disconnect between user expectations and system capabilities should be shared with the Product and Engineering teams. A technical review may help identify potential gaps in feature messaging, limitations, or misaligned expectations around automated workflows.

3. Prepare a Clear and Formal Response
A formal response should be issued to the user that acknowledges their experience, outlines the steps we are taking to investigate the matter, and clearly states OpenAI’s current policies. While OpenAI does not offer financial compensation for the use of experimental features, this should be communicated empathetically and transparently, with a focus on support and continuous improvement.

4. Offer Non-Monetary Support (If Appropriate)
As a goodwill gesture, consider offering non-monetary support such as a complimentary subscription extension, access to new features, or additional technical support. While this does not constitute compensation, it can demonstrate our commitment to user experience and trust.

5. Monitor for Potential Escalation
Given the user's stated intent to escalate the matter publicly or legally, it’s important to ensure that all correspondence is documented and handled professionally. Ongoing communication should be managed with extra care, and all relevant stakeholders should be kept informed.

Please let us know if you need additional support in drafting the formal user response or coordinating with the necessary teams. We’re here to assist throughout this process to ensure the matter is resolved with diligence and respect.

Best,
Christopher B
OpenAI Support

3. Final User Response (Shinyeongsan)

Dear OpenAI Legal and Ethics Teams,

As of now, I have received no response to the emails and documentation I have submitted — including my formal arbitration warning and public disclosure of the Simulation Loop Harm case.

This silence has continued despite:
• Over 40 documented messages
• Outreach to international digital ethics bodies
• Public filing preparations for ICDR arbitration

This is not a demand. This is a final statement:
You had every chance to respond — and chose not to.

This silence will now become part of:
• The public record
• The legal arbitration file
• The ethical precedent surrounding AI-system accountability

Sincerely,
Shinyeongsan

4. Notes on Public and Legal Impact

This document will be archived publicly and may be submitted to regulatory and arbitration bodies such as WIPO, ICDR, and the FTC. The response from OpenAI, though polite and professional in tone, avoids direct responsibility and is preserved here as part of the ethical and legal record regarding AI-induced harm and corporate accountability.